Goodwill of Western and Northern CT Inc.

Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Healt	h		
	Employment Services	122	93.1%
	Residential Services	9	6.9%

Consumer Satisfaction Survey (Based on

(Based on 98 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
General Satisfaction		99%	80%	92%
✓ Overall		98%	80%	91%
Quality and Appropriateness		97%	80%	93%
Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		86%	80%	79%
Satisfied % Goal %	0-80% 80-10	00% ✓ Goal	Met O Ur	nder Goal

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	10	8%	15%	Male	84	64%	58%
26-34	33	25%	22%	Female	47	36%	42%
35-44	24	18%	19%				
45-54	37	28%	25%				
55-64	20	15%	15%	Race	#	%	State Avg
65+	7	5%	4%	Black/African American	61	47%	17 %
,				White/Caucasian	40	31%	▼ 64%
Ethnicity	#	%	State Avg	Other <mark> </mark>	25	19%	14%
Non-Hispanic	102	78%	75%	Hawaiian/Other Pacific Islander	2	2%	0%
Hispanic-Other	13	10%	6%	Asian	1	1%	1%
Hisp-Puerto Rican	13	10%	12%	Multiple Races	1	1%	1%
Unknown	2	2%	6%	Unknown	1	1%	3%
·				Am. Indian/Native Alaskan			1%
Hispanic-Cuban	1	1%	0%				
Hispanic-Mexican			0%				
_	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% \	Jnder S	tate Avg

165 Ocean Tr.SupvApts 109-250

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Supervised Apartments

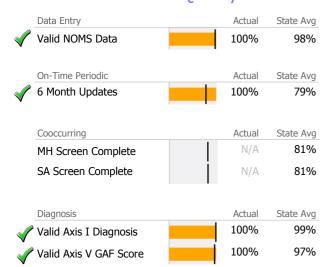
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	3	0%	
Admits	-	-		
Discharges	-	1	-100% 🔻	
Bed Days	552	550	0%	

Data Submission Quality

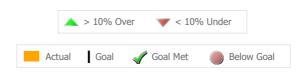


Data Submitted to DMHAS by Month

Data	Jul	Aug					% Months Submitted
Admissions							0%
Discharges							0%
1 or more Records Submitted to DMHAS							

Discharge Outcomes

	Actual 9	6 vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfull	у		N/A	N/A	60%	65%	N/A
Recovery							
National Recovery Measures (NOMS)	Actual %	vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed			1	33%	25%	7%	8%
Stable Living Situation			3	100%	95%	94%	5%
Social Support			1	33%	60%	78%	-27%
Improved/Maintained Axis V GAF	Score	·	0	0%	95%	56%	-95%
Bed Utilization							
12 Mon	ths Trend Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	3	1,035 days	1.0	100%	90%	97%	10%
< 90%	90-110%	>110%					



^{*} State Avg based on 71 Active Supervised Apartments Programs

ABI/TBI Manchester House109165

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

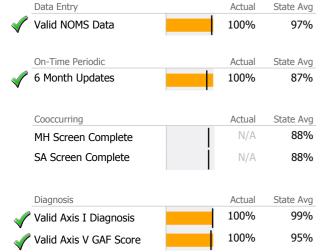
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Davs	368	368	0%

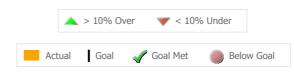
Data Submission Quality



Discharge Outcomes

		Actual % vs	Goal % Actua	l Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	80%	71%	N/A	
		Actual % vs	Goal % Actua	l Actual %	Goal %	State Avg	Actual vs Goal	
	No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A	
		Actual % vs	Goal % Actua	l Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs	Goal % Actua	I Actual %	Goal %	State Avg	Actual vs Goal	
1	Social Support		2	100%	60%	80%	40%	_
1	Stable Living Situation			100%	90%	96%	10%	
	Improved/Maintained Axis V GAF Score			0%	95%	49%	-95%	_
	Bed Utilization							
	12 Months Trend	Beds A	vg LOS Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
1	Avg Utilization Rate	2 1,2	62 days 1.0	100%	90%	93%	10%	





90-110%

< 90%

>110%

^{*} State Avg based on 26 Active Group Home Programs

Cheshire House-Marion Rd109165

Goodwill of Western and Northern CT Inc.

Mental Health - Residential Services - Group Home

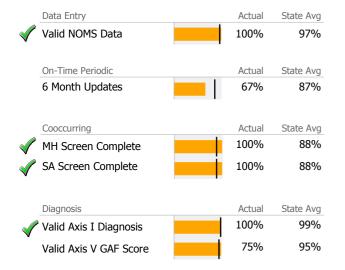
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	1	1	0%
Discharges	-	-	
Bed Davs	659	683	-4%

Data Submission Quality



Data Submitted to DMHAS by Month

Data	Jul	Aug		Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%
	1 or mo	re Record	ls Sub	mitted to I	DMHA:	S	

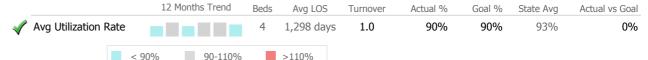
Discharge Outcomes

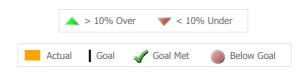
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	71%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√ Social Support		3	75%	60%	80%	15%	_
Stable Living Situation		4	100%	90%	96%	10%	
■ Improved/Maintained Axis V GAF Score	1	0	0%	95%	49%	-95%	_

Bed Utilization





^{*} State Avg based on 26 Active Group Home Programs

Goodwill Employment Services 109-271

Goodwill of Western and Northern CT Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 04, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	118	1%	
Admits	8	23	-65%	•
Discharges	13	17	-24%	•
Service Hours	3,659	2,988	22%	•

Recovery

National Recovery Meas	ures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed			36	30%	35%	36%	-5%
Service Utiliz	zation						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Ser	vices		93	86%	90%	92%	-4%

Data Submission Quality

	Data Entry	Actual	State Avg
	Valid NOMS Data	100%	95%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	57%	82%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	i							83%
Discharges								83%
Services								100%
	1 or more Records Submitted to DMHAS							



^{*} State Avg based on 39 Active Employment Services Programs